NER'*eastah*

Newsletter of the New England Regional Medical Library

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Kiernan's Theorem

"Kiernan's Theorem" Courtesy of TJ Kiernan

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Newsletter of the New England Regional Medical Library

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Director's Corner

On February 6-7, the National Library of Medicine sponsored an RML Director's mid-year meeting at the New York Academy of Medicine, one of the other RML sites. The agenda included presentations on a number of priority issues including: Outreach Evaluation for Public Health and Public Library Outreach Initiatives, a report on Tribal Connections Projects, a presentation of MEDLINEplus Go Local, and a discussion of the impact of electronic publishing on the future of ILL.

In March 2002, the RMLs attended a meeting at the National Library of Medicine. One of the agenda items was a discussion of developing more appropriate methods of connecting with public libraries in each region. A second was a similar discussion only targeted towards the public health workforce. At the MLA RML directors meeting in May 2002, these items were identified as priorities for the next three years remaining of the RML contracts. As follow-up, two task forces, one for public health and one for pubic librarians were established to move these agenda items forward. The task forces worked throughout the summer and fall and reported on their findings at the February meeting just held in New York. Copies of their reports are available through the RML website. You may find them helpful in thinking about future project for our region.

The Tribal Connections Project started as a pilot project by the Pacific Northwest Region to provide outreach to Native Americans in that part of the country. A second phase expanded the project into the Pacific Southwest Region in partnership with Pacific Southwest Regional Medical Library, the University of Arizona Health Sciences Library and the Savitt Medical Library in Reno. The project has now expanded to include the Four Corners region, primarily in New Mexico/Navajo Nation. This is a great example of cross regional collaboration involving several RMLs and Resource Libraries.

MEDLINEplus GoLocal is a pilot project started at the University of North Carolina Medical Library that inks local health services/resources to MEDLINEplus. A user can browse web sites of local health care services, programs and providers North Carolina, directly linked to MEDLINEplus. This project serves as a model for other states.

The strategy of electronic journal publishers to restrict ILL's and the impact on the RML network was a lively topic of discussion. Included in the discussion were questions concerning the max cost, add on fees, national licensing agreements, Loansome Doc referrals, etc. The discussion will continue in May at the upcoming RML director's meeting. In the meantime, the

RMLs will make educating our users and library staff about the complexity of these issues a priority for the rest of this contract period.

In that vein, the NER RML is working in conjunction with NELINET and the Boston Library Consortium to offer a symposium/call to action event scheduled for June 2nd at the Wyndam Hotel in Southboro, MA. (tentative location). We are in the process of identifying speakers and the structure for the event. We will keep you informed as more details are known. For now, mark your calendar and plan to attend.

As you can see from this brief report, the RMLs are working hard to address its priority areas of outreach and resource sharing. To hear more information about NLM and the RMLs, I encourage you to attend the NLM Update at MLA if you will be going to San Diego. And as always, we will continue to report on these issues.

Elaine Martin, Director

NLM | NN/LM | NER

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ILL Advised's "Topical" Paradise -- Away from All Those Winter Advisories!

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! BIENVENIDOS Nuestros Colegas Mexicanos!
-- DOCLINE 1.5® Introduces Region Code 21 For Mexico

DOCLINE 1.5 is expected to be released into production in late February. Among the enhancements included in this release is the introduction of libraries in Mexico to become full DOCLINE participants under the new Region code 21. As full participants, they will be able to report holdings data, create routing tables, and use the DOCLINE system to request and lend documents.

Two additional areas of enhancement in the new release includes:

1. Serial information will include display of the ISSN along with a description of the physical format. If multiple ISSN's exist for a single bibliographic record, all ISSN's will display. The phrases '(Print)' or '(Electronic)' will display following the corresponding ISSN. The following DOCLINE functions are affected by this change:
   -- Borrow
   -- Receipt
   -- Resubmit
   -- SERHOLD Record Display
   -- SERHOLD Add
   -- SERHOLD Update
   -- SERHOLD Reports

2. Under the Requests module, the Receipt function was heavily modified:

   a.) *The ISSN field was moved to its own line* -- under the PubMed UI field -- to accommodate the longer display of ISSN information.

   b.) *The Verify field was moved to the previous location of the ISSN*-- sharing the line with the NLM Unique ID.

   c.) *Receipts were modified to accommodate long citations.*Pagination field length was expandedto 255 characters and the citation length to 100 characters.

   d.) *The Receipts process was modified* to suppress the display of the Print Receipts button until all request data has been transferred to the user's browser.

   e.) *The secondary window for printing and downloading of receipts has been eliminated*, except for Netscape 4.x which continues to require the new window to properly print receipts. Netscape 7 will be supported beginning with DOCLINE 1.5.

   IMPORTANT NOTE: *Netscape 6 continues to be unsupported due to multiple issues with this browser release.*

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You Submit Interlibrary Loan Requests Via Computer
-- Why Not Pay for Them That Way?

By Ralph D. Arcari, Ph.D., Edward Donnald, M.L.S., and Colleen Giblin

Welcome to the Electronic Fund Transfer System - or - more commonly referred to as EFTS. If you're not a member, then we invite you to take a closer look and see how EFTS can benefit your library. If you are a member, there are some exciting new changes to be looking for this year.

EFTS, its popularity and its use, is expanding across the country. The University of Connecticut Health Center in Farmington, CT, is home to one of the largest electronic billing systems used by members of the NN/LM. Established in 1996 by the New England Regional Medical Library, the system now has over 700 participants from 39 states and the District of Columbia. Within the last 6 months, there has been a 14% increase in growth as more libraries are choosing to participate.

The concept is simple: the lending library submits a file to the system administrator detailing which loans it wishes to bill for. The file contains the basic information outlined in a DOCLINE request, in addition to the amount it is billing for that loan. The files are processed: that is, the system credits the lending library account, less a 3% surcharge and then debits the borrowing library account. A detailed monthly statement shows each library exactly what it collected, what it paid for, and the other library in each transaction, in addition to request number and citation data. While third party front-end software, such as QuickDOC, Clio and ILLiad, make quick work of creating a data file, they are not needed in order to participate in EFTS.

2002 saw a number of highlights in EFTS:

1. In May of 2002, the National Library of Medicine announced its support of EFTS as a national initiative, as well as its own anticipated participation in 2003.
2. A 3-year contract was signed between EFTS and NLM in the fall of 2002.
3. The NN/LM DOCLINE Coordinators were involved in a review of the new EFTS website and NLM assisted in implementing many of the suggestions. (Take a moment to glance over the website at http://efts.uchc.edu. The revised pages should debut by March of 2003.)
4. The EFTS-L listserv was created. (Both current and interested parties should subscribe. Announcements of new members are routinely posted, as well as developments in the EFTS office.) The listserv is open to comment by those who are using EFTS and inquires by those who are thinking of using EFTS. Please feel free to make comments/inquiries as needed to assist in your decision-making process. As always, your general comments are also welcome. To sign on, go to http://library.uchc.edu/efts/listserv.html
5. EFTS was given the ability to make note in the DOCUSER record, as well as the library group EFTS, as new libraries establish participation. Libraries can now use this information to assist with routing table decisions.

2003 is also beginning with a bang!!

- The RFP to have EFTS upgraded to a web-based product was approved by NLM in January and sent out in early February. We are very excited about the potential for our participants. With this upgrade you will see

many improvements:

-- Secure online accounts.
-- The ability to view account information in real time.
-- Access statements from your PC whenever you choose.
-- Improved decision-making tools are also anticipated among the changes.
-- A vendor should be selected by the spring with development to commence shortly thereafter.
-- The EFTS office has been running test files submitted by the NLM.
-- Look for announcements from NLM, as they move forward with preparation for migration to   EFTS
for their DOCLINE billing.

● Invitations to nominate members for the EFTS Advisory Committee were sent out in February 2003. This
group will assist with insuring that regional perspectives will be represented.

On a final note, if you are planning on attending MLA in San Diegothis year, take an opportunity to look us up.
We will be holding an informal meeting, available at the NLM exhibit booth and will have a Chapter Sharing
Roundtable. We look forward to seeing you in San Diego!

If you are a current participant, please review the EFTS Policies and Procedures available on the website, if
you haven't done so recently. Also, make it a point to join EFTS-L, in order to stay current with ongoing
developments.

If your library is considering, or is planning to join EFTS, take a look at the FAQ's on the website. Our office is
fully staffed and we look forward working with you and answering your questions. As always, you can give us a
call toll free at 1-866-561-5045, drop us an e-mail at efts@uchc.edu or visit the website at http://efts.uchc.edu.
We look forward to hearing from you!

The EFTS Staff, Ralph, Colleen & Ed

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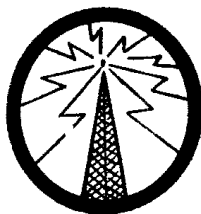
All Points Bulletin …
NLM Sends Billing Transactions to EFTS!

In May 2002, at the Medical Library Association Conference in Dallas, Texas, NLM announced that it would
participate in the Electronic Funds Transfer System (EFTS) managed by the University of Connecticut Health
Center (UCHC, Farmington). Information about the Electronic Funds Transfer System is available at
http://efts.uchc.edu.

During the past few months NLM has been working closely with EFTS staff to ensure that EFTS can process
NLM's billing transactions for its document delivery services. EFTS has successfully processed files sent by
NLM.

NLM will begin sending the quarterly billing transactions for April-June 2003 to EFTS in July 2003. In order for
NLM to send billing transactions to EFTS, your library's DOCUSER record must indicate that you participate in
EFTS.

NLM will continue to offer billing to its customers through the National Technical Information Service (NTIS). Billing transactions will be sent to either NTIS or EFTS depending on information in each library's DOCUSER record on the day that NLM creates its billing transactions. If a library's DOCUSER record has "Participates in EFTS" marked YES, then the library's billing transactions will be sent to EFTS. If a library's DOCUSER record has "Participates in EFTS" marked NO, then the library's billing transactions will be sent to NTIS. Once NLM prepares its billing files, it cannot be changed. Therefore, it's important that your library's DOCUSER record has the correct information regarding participation in EFTS. We encourage all DOCLINE participants to review their DOCUSER record to ensure that NLM will send your billing information to the correct organization.

The EFTS fields cannot be edited by Network Libraries. The EFTS fields can only be updated by your RML or the EFTS office. To review your DOCUSER record, select DOCUSER from the DOCLINE main menu, and then select Update. Click on the Interlibrary Loan Tab. Under the "Select ILL Information Category" drop-down menu, select ILL Services. Use the Contact RML link on the ILL Services page in DOCUSER to notify your regional DOCLINE coordinator of any changes that you wish to make or contact the EFTS office at 1-866-561-5045.

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There's a Whole Range of DOCLINE Delectables to Download
-- What Are You Waiting For?
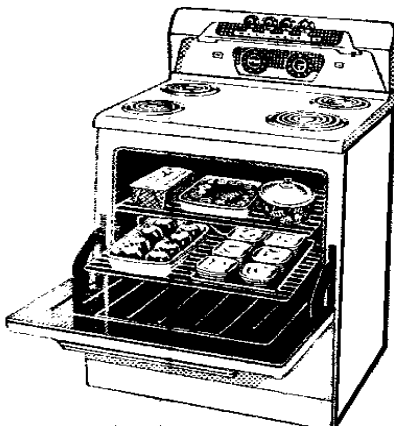
DOCLINE statistical reports are maintained on the server at NLM for up to two quarters and then they are permanently removed. Unfortunately, the Apr-Jun 2002 quarterly reports are no longer available, nor are they recoverable by NLM. Both in the DOCLINE classes and in the DOCLINE Overview manual, we've tried to stress the importance of making a physical copies of quarterly reports as soon as they are made available. Right now, those would be for Jul-Sep 2002 and Sep-Dec 2002. They include:

- 1-1A, 1-11A, 1-1AT - Summary DOCLINE Borrower Statistics
- 1-1B - Summary DOCLINE Lender Statistics
  1-2A, 1-22A - Detailed DOCLINE Borrower Statistics
- 1-2B - Detailed DOCLINE Lender Statistics
- 2-14 - Resource Library Quarterly Report - Fill Rate
- 5-1A - Loansome Doc Detailed Lender Statistics
- 5-1B - Loansome Doc Throughput Report

**Please note that reports 1-11A, 1-1AT and 1-22A are only distributed to libraries that have entered requests in DOCLINE for other libraries. Report 2-14 is only distributed to resource libraries.

NER'eastah -- ILL Advised

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A Look to the Future!

Would You Like to Host a DOCLINE -- or -- LinkOut Presentation?

If you would like to host DOCLINE training or a LinkOut presentation in your local area, please contact Mark Goldstein at 508-856-5964.

Presentations thus far:

- October 25th, 2002 Bangor, ME
- January 10th, 2003 Boston, MA
- January 17th, 2003 Springfield, MA
- January 21st, 2003 Wallingford, CT
- February 10th, 2003 Providence, RI
- February 13th, 2003 Concord, NH

NER's Annual ILL Meeting

Hold that date! -- Friday, April 4, 2003, at the UMass Hoagland-Pincus Center in Shrewsbury, MA, from 8:30 A.M. - 3:30 P.M. The keynote speaker will be Mary Jackson from the Association of Research Libraries (ARL) in Washington, D.C.

MLA '03 In San Diego

The Medical Library Association's Annual Meeting will take place this year in San Diego, CA, from May 2-7, 2003.

NAHSL '03 IN Olde Sturbridge

The 2003 NAHSL Conference Planning Committee looks forward to your participation at their next annual conference "Lighting the Future," October 26-28, 2003, to be held at the Sturbridge Host Hotel and Conference Center on Cedar Lake, Sturbridge, MA.

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http://nnlm.gov/ner/newsletter/8/illadvised8.htm (6 of 7) [3/12/03 11:31:28 AM]

News*Flash!*

Congratulations Are in Order

In honor of their work on EFTS, Ralph Arcari and Ed Donnald are the recipients of the 2003 ISI/Frank Bradway Rogers Information Advancement Award, which will be presented to them at the MLA Annual Meeting in SanDiego this coming May

On behalf of the entire NER Regional office, we wish Ralph and Ed a hearty congratulations on their award. We appreciate their extensive efforts in elevating the EFTS program to national prominence.

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January-February
Volume 2 - Issue 4

In This Issue:

INside OUTreach

Outreach, n.

The act of reaching out. Also, the extent or length of reaching out; spec. the fact or extent of an organization's involvement in the community. Also attrib. - Oxford English Dictionary

There's been a lot of discussion going on lately around me about outreach and not just because of my position here in the NER. I've also been privileged to be a member of a team studying outreach at the Lamar Soutter Library for the past few months. Surprisingly, one of the tricky issues has been just what is outreach? How is it defined? What do we mean when we talk about outreach? The team at Lamar Soutter is still working on these questions and we hope to come to some conclusions about the nature of outreach, its methods, models, and meanings before we are finished.

Traditionally, when librarians think about outreach, we think about programs that take us outside the library walls. Sometimes, these involve partnering with community groups or with groups perhaps not generally seen as our primary clientele.

A terrific example of this sort of outreach in our region is the ongoing S*P*I*R*A*L project which brings together librarians from the Tufts University Health Sciences Library and the South Cove Community Health Center, a Boston based community health center serving the needs of Asian Americans in Massachusetts. Together, they have worked to compile health information resources in Asian languages that will be useful for the patients and the health professionals of the South Cove Community Health Center. And, since the information is available on a website, they are reaching out much farther than their greater Boston community. Take a look at the website.

S*P*I*R*A*L: Selected Patient Information Resources in Asian Languages Tufts University Health Sciences Library and South Cove Community Health Center
http://www.library.tufts.edu/hsl/spiral/

Oftentimes, outreach can be reaching beyond the library walls and our "regular" user base extending our reach, helping to bring information resources and tools to a larger group. Such a project in our region is headed by Betty Cohen, head of the Social Work Library at Boston College. While the Social Work Library supports the Graduate School of Social Work at Boston College, this project will allow them to interact and provide useful services to social workers not only on campus or currently in class, but those working in the field, providing them with an opportunity to update their skills in using the internet and online resources to search for evidence on which to evaluate their practice. Look for additional information in upcoming issues of the NER'eastah about this project.

The NER is all about outreach. We assist with funding projects such as the SPIRAL project and the evidence-based social work project as well as others I haven't mentioned in this article. When we accept invitations to do training, to speak at conferences, or to exhibit at regional or national meetings, that's all part of our outreach activities. We are taking the resources of the National Library of Medicine (NLM) and the NER to a wider audience.

In your libraries, every time you make an effort to provide information and resources to a new group, that's outreach. When you partner with a group outside of the library to provide services, that's outreach. And outreach allows us to publicize the library while providing essential services while learning how to best meet the changing needs of all our constituent groups.

If the NER can assist you in your outreach activities, please feel free to contact us. That's what we're here for.

* *

Don't forget to check out the latest NLM Technical Bulletin:
http://www.nlm.nih.gov/pubs/techbull/tb.html

Donna Berryman, Outreach Coordinator

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In This Issue:

Looking for Florence Nightingale

Or

Some things about PubMed you may have forgotten

When I first started working as a health sciences librarian, the undergraduate nursing students had an assignment to find an article about a famous nurse. Not an article written by this nurse, but a biographical article about the nurse.

Let's imagine that our hypothetical student decided to find an article about Florence Nightingale in PubMed.

There are several possible search strategies for finding this information:

1. Florence Nightingale
2. "Florence Nightingale"
3. Nightingale F

Search #1:

PubMed translates this string into (Florence[all fields] AND Nightingale[all fields]) because of Automatic Term Mapping: this is not a MeSH term, it's not a journal title, it's not a known phrase, and it's not an author name. Hence, the [all fields] search. The results? 663 citations, many of which have little or nothing to do with the famous nurse.

Search #2:

Using the quotation marks turns off the Automatic Term Mapping in PubMed. How is this search translated? "Florence Nightingale"[All Fields]. This retrieves 652 citations, many of which have the Florence Nightingale School of Nursing and Midwifery listed as the author

affiliation and nothing to do with the nurse.

Search #3:

Because of Automatic Term Mapping, this will be a search of the Author Field. Indeed, PubMed finds 24 citations with F Nightingale listed as the author. A quick look at these will show that 22 are translations of the writings of the famous nurse into non-English languages, one is by a contemporary author with the same first initial and last name, and one is a reprint of an excerpt from Nightingale's "Notes on Hospitals" and contains some biographical information. But, there's got to be more in PubMed about Florence Nightingale. There has to be a better way to search.

There is. Use the search field tag [ps] which is an abbreviation for personal name as subject. The search Nightingale F[ps] finds 477 citations and all of them are about Florence Nightingale.

There are many useful search field tags available in PubMed. For a complete listing, see "Search Field Qualification" in the PubMed Help document or use this link http://www.ncbi.nlm.nih.gov/entrez/query/static/help/pmhelp.html#SearchFieldQualification

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TechTime

Email Lists
What They Are.   How to Subscribe.   And Why Didn't I Get That Posting?

This month's article will focus on Email List--what they are, how to subscribe to them, and how to change delivery options. The article also addresses possible reasons why a subscriber may not receive a posting and why a posting may not get distributed to the list. The focus will be on the Email Lists hosted by the University of Massachusetts Medical School (UMMS) for the Regional Medical Library (RML). However, a great deal of this information applies to any Email List.

An Email List is a communication tool that enables the subscribers to post questions, respond to questions, or provide information to a group of people at the same time. When an email is addressed to the Email List, it is automatically broadcast to everyone on the list. LISTSERV is a commercial Email List product sold by L-Soft International. The UMMS uses an Email List product from Lyris.

Since an email addressed to an Email List goes to a number of people, users should be careful when responding to a posting. When you press the **Reply** or **Reply All** button, make sure the response is going to the intended recipient. Do you want to reply to the entire list or just the person who posted the message? You may need to copy and paste an individual's email address if just want to reply to an individual and not to the list.

The UMMS hosts a number of Email Lists for medical librarians in the region:

- NAHSL-L - North Atlantic Health Science Librarians
- CAHSL-L - Connecticut Association of Health Science Librarians
- HSLIC-L - Health Science Libraries and Information Consortium of Maine

- [HSLNHVT-L](#) - Health Sciences Libraries of New Hampshire and Vermont
- [ARIHSL-L](#) - Association of Rhode Island Health Sciences Libraries
- [MAHSLIN-L](#) - Massachusetts Health Sciences Library Network
- [EFTS-L](#) - Electronic Funds Transfer System

The RML primarily uses NAHSL-L to communicate to librarians in the region. If you have not done so already, please join NAHSL-L to stay abreast of activities at the RML, [NLM](#), and at libraries throughout the region.

Web access to the UMMS library related Email Lists is available from http://list.umassmed.edu. It is possible to subscribe to lists, change subscription options, unsubscribe from lists, and view posted messages from this location. Some of the lists, like the ones mentioned above, are open to anybody. A number of lists are private--requiring approval to join and a password to view messages.

How to Join

The easiest way to join is through the UMMS Lyris Web interface.
- Access the Web page http://list.umassmed.edu.
- Select Library Science.
- Select the list you want to join.
- Complete the "Enter your email address" area.
- Press the Save Button.

Ideally, you would also enter your name, but that is an option. Other subscription options include:

Password:	A password is not really necessary except for List Administrators or if you are subscribing to a private list.
Status:	Most subscribers accept the default which is: "Mail: receive messages as they are contributed". Another popular option is "Digest: one daily message with all contributions for that day".
See your Messages:	This option specifies whether you want to receive copies of your own postings when they are distributed to the subscribers of the list. The default is set to Yes, so it is possible to confirm that your postings were distributed.
Acknowledgement:	Receive a confirmation message after each of your contributions. The default is No. This is not required since you should receive an error message if the Email List rejects your message.

Another way to join one of the lists is by sending an email with specific commands to the email server. Every list has two email addresses--one is used to send commands to the server and the other is used to send messages/postings to the list. Below are the two email addresses for the NAHSL list and instructions on how to subscribe to NAHSL-L via email:

|	
Use this address to send a posting to the NAHSL-L Email List:	NAHSL-L@list.umassmed.edu.
Use this address to send a command to the UMMS email server:	lyris@list.umassmed.edu.
To subscribe to NAHSL-L via Email:	Address an email to the email server using the address: **lyris@list.umassmed.edu.**
	Enter the subscribe command in the subject line or in the body of the message: **subscribe NAHSL-L [Your Name].**

Why Didn't I Get the Posting [Jane Doe] Sent?

Sometimes a posted message may not get to the list, or an individual subscriber may not receive a message. As with person-to-person email, there are a number of reasons why this may happen. There are many steps in the process between somebody sending a posting and an individual subscriber receiving an email. Therefore, a little detective work is sometimes required to figure out why an email message was not received. Please feel free to contact Penny Glassman, the List Administrator, for assistance in diagnosing Email List problems.

The diagram below illustrates the steps involved in sending a posting to an Email List. (Note: Messages to user2 and user 3 at Library 4 go through a second email server--a group server.)
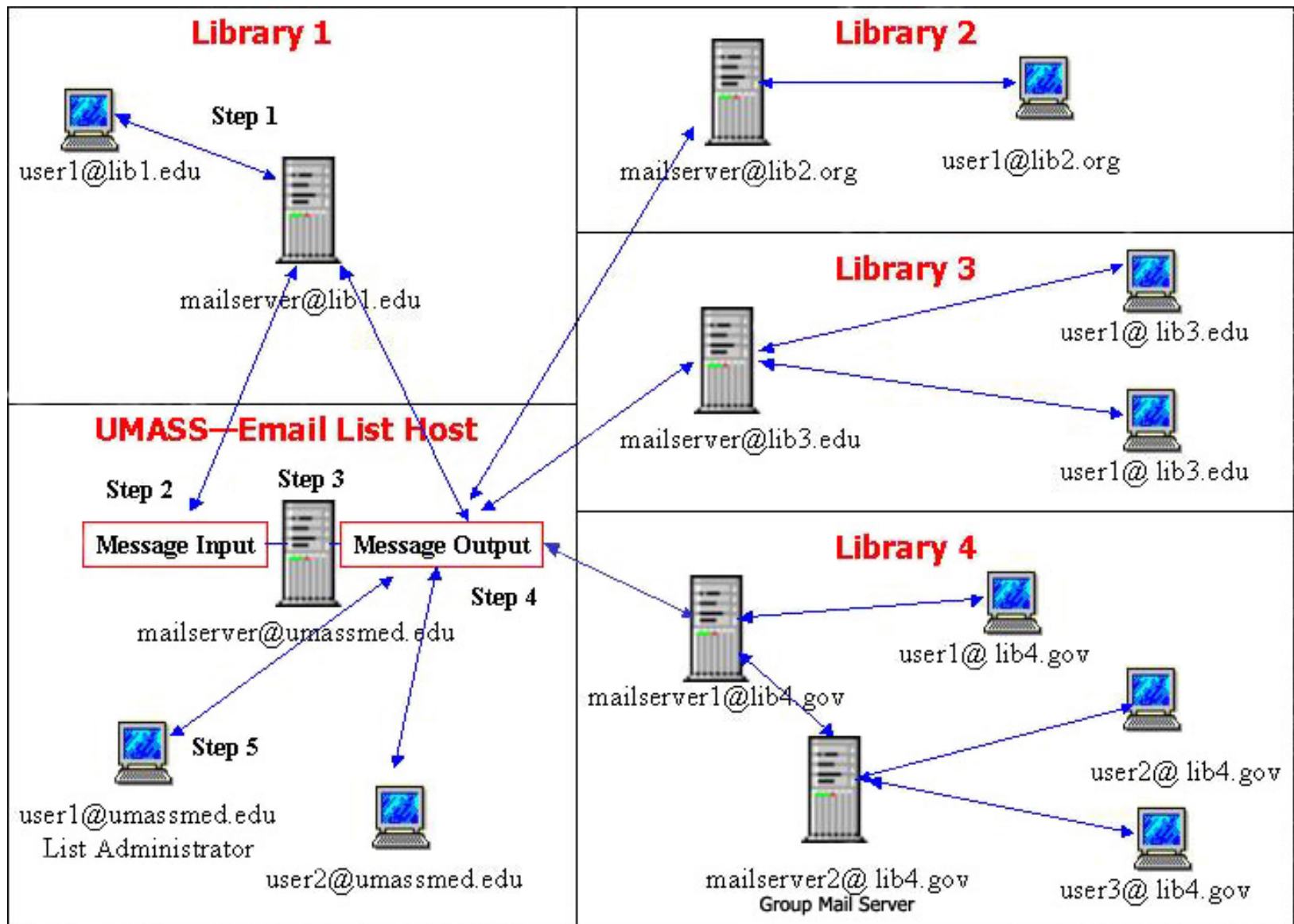
Step 1

- A subscriber at Library 1 sends a posting to the list via email.
- The email gets sent to the subscriber's email server.
- The subscriber's email server forwards the message to the UMMS email server.
- The subscriber's email server could reject the message if there is a hardware problem and the server is down, or if there is a problem with the format of the email. (e.g. message too large, server does not accept emails in HTML format, etc.) The person sending the email *should* receive an error message.

Step 2

The UMMS email server will either accept or reject the Email List posting. If it is rejected, an error message is sent to the Library 1 email server, which *should* forward the information to the person who sent the posting. Possible reasons the posting may be rejected:

- Identified as junk or spam email
- Message size too large
- Format problems. (For example, the message may include graphics and/or an attachment and be too large.)

Step 3

The UMMS Email List software processes the message and prepares for distribution to the subscribers.

Step 4

The UMMS Email List attempts to send the posting to the mail server for each subscriber. Sometimes the posting cannot be delivered to a subscriber. For example if:

- The Domain Name is no longer valid. This can occur if the organization changed names or installed new email server hardware.
- The Subscriber's email is no longer valid. This can occur if the subscriber left the organization or moved to a different department.
- The Subscriber's email box is full. Some email systems limit the number of messages or amount of storage a person can use for email. This is especially a problem with services such as hotmail.
- Format problems. Email servers sometimes reject messages with attachments and some email servers do not accept HTML formatted emails.

Step 5

- If a posting cannot be delivered to an individual, a message is sent from the subscriber's email server to the Email List.
- If after three attempts a posting is not delivered to the subscriber, an error message is sent to the List Administrator.
- If five postings within five days cannot be delivered to a subscriber, the subscriber is put on Hold for that Email List. The software will not attempt to deliver any more messages to the subscriber.

As mentioned above, if you are having problems sending or receiving messages posted to one of the Library Related Email Lists hosted by UMMS, feel free to contact the Email List Administrator, Penny Glassman. Through the List Administration software, it is possible to:

- See if a posting was received and distributed through the Email List.
- Identify which subscribers received and which did not receive a posting.
- If a subscriber did not receive a posting, view the error message describing the problem.
- Identify if a subscriber has been put on hold due to five error messages within five days.
- Change a subscriber from "On Hold" to "Normal".

Additional Information

Domain Name A domain name is a way to identify computers on the Internet. It consists of two or more sections separated by periods called "dots". Domain names include the name of the organization or company and a designation of the type of organization. For example, "edu" is the designation for colleges and universities, "com" is the designation for commercial entities, and "gov" is for U.S. government organizations.

The domain name portion of a person's email address may change if the organization merges with another organization, or if the company providing email access to an individual is bought. For example, in New England when AT&T Broadband purchased MediaOne, the domain name in individual email addresses changed from "mediaone.com" to "att.net".

Refer to Domain Name in Webopedia.com for additional information.

Email Short for *Electronic Mail*, the transmission of messages over communications networks. Refer to E-Mail in Webopedia.com for additional information.

Email List A list of e-mail addresses identified by a single name, such as NAHSL-L@list.umassmed.edu. When an e-mail message is sent to the mailing list name, it is automatically forwarded to all the addresses in the list.

Refer to Mailing List in Webopedia.com for additional information.

Posting An email sent to an Email List for distribution to all the people subscribed to the list. Postings can also be viewed through the UMMS Web interface at http://list.umassmed.edu.

Why Emails Bounce Refer to Why E-Mails Bounce in Webopedia.com for additional information.

back to the top

Penny Glassman, Technology Coordinator

NLM | NN/LM | NER

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NER'eastah

Newsletter of the New England Regional Medical Library

In This Issue:

tres chic
consumer health
by Javier Crespo

MedlinePlus: New Dictionary and Goin' Local

MEDLINEplus
Health Information

Look It Up!!
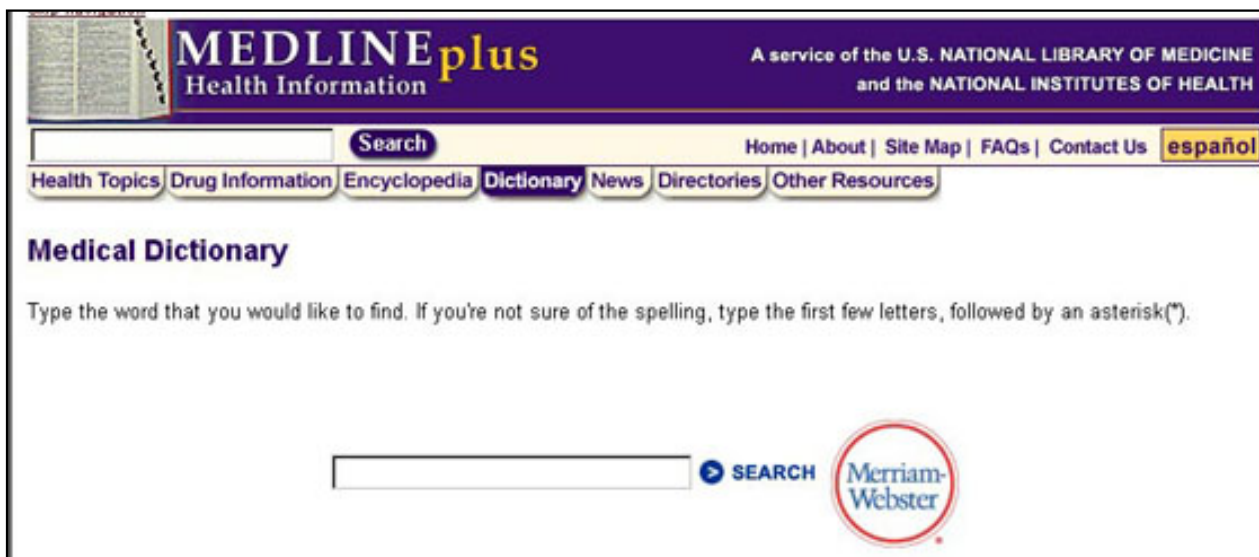
For those of you who haven't seen MedlinePlus lately, the Dictionaries page has changed drastically. NLM has licensed the use of the *Merriam-Webster Medical Dictionary* for use on the MedlinePlus website. The Merriam Webster Medical Dictionary replaces the Dictionaries links.

Initiating a search by entering a word will open a new browser with a list of entries.

MEDLINEplus® Health Information — Merriam-Webster

Medical Dictionary

One entry found for **ischemia**.

Main Entry: **isch·emia**
Variant(s): *or chiefly British* **isch·ae·mia** /is-'kE-mE-&/
Function: *noun*
: localized tissue anemia due to obstruction of the inflow of arterial blood (as by the narrowing of arteries by spasm or disease)
- **isch·emic** *or chiefly British* **isch·ae·mic** /-mik/ *adjective*
- **isch·emi·cal·ly** *or chiefly British* **isch·ae·mi·cal·ly** /-mi-k(&-)lE/ *adverb*

Search here for another word:

SEARCH [ ] Look it up

Merriam-Webster

A pronounciation key is always present at the end of the entries.

Pronunciation Key

\&\ as **a** and **u** in **abut**
\ə\ as **e** in **kitten**
\&r\ as **ur** and **er** in **further**
\a\ as **a** in **ash**
\A\ as **a** in **ace**
\ä\ as **o** in **mop**
\au\ as **ou** in **out**

\ch\ as **ch** in **chin**
\e\ as **e** in **bet**
\E\ as **ea** in **easy**
\g\ as **g** in **go**
\i\ as **i** in **hit**
\I\ as **i** in **ice**
\j\ as **j** in **job**
\[ng]\ as **ng** in **sing**
\O\ as **o** in **go**

\o\ as **aw** in **law**
\oi\ as **oy** in **boy**
\th\ as **th** in **thin**
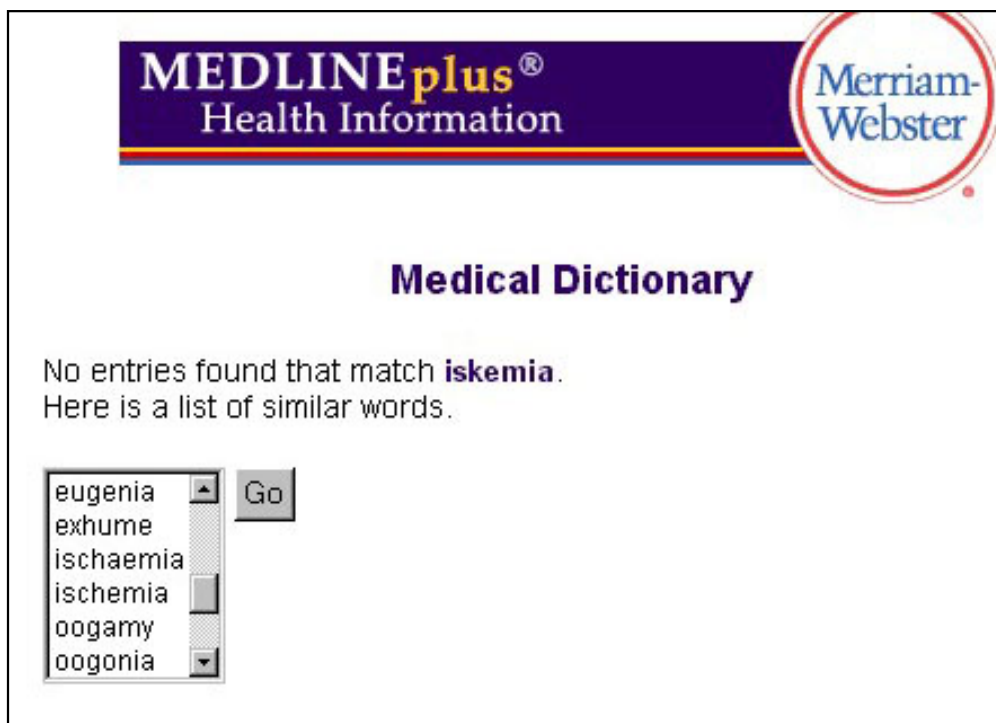\th\ as **th** in **the**
\ü\ as **oo** in **loot**
\u\ as **oo** in **foot**
\y\ as **y** in **yet**
\zh\ as **si** in **vision**

© 2003 by Merriam-Webster, Incorporated

In some instances the dictionary will supply a list of possible entries the user can select. This is helpful for mis-spellings or more so near-mis-spellings.

The Merriam-Webster Medical Dictionary contains entries for 60,000 words and phrases. The dictionary also offers brief biographical entries of names used in the medical language.

So, where have all the dictionaries gone...

| **Moved**	
Multilingual Glossary of Technical and Popular Medical Terms in Eight European Languages	--moved to Databases page
Terms and Definitions (Office of Rare Diseases)	-- available on Rare Diseases topic page
Word! A Glossary of Medical Words (Nemours Foundation)	--available on topic pages for Children's Health, Children's Page, Infant and Toddler Health.
Gone	
Cancerweb Dictionary	
Merriam-Webster Medical Dictionary (Inteli-Health, Inc.) -- **now "the" dictionary in MEDLINEplus**	

Go Local

Other states coming - learn more

For some time MedlinePlus has been featuring local information for North Carolina residents. You have probably seen the **Go Local** links in the MedlinePlus topic pages. If you haven't experimented with this resource, it might be good to take a look and imagine such a set up for your own state.

When a user is at a topic page and selects the **Go Local** option a new browser opens up with a map and county listing of the state.
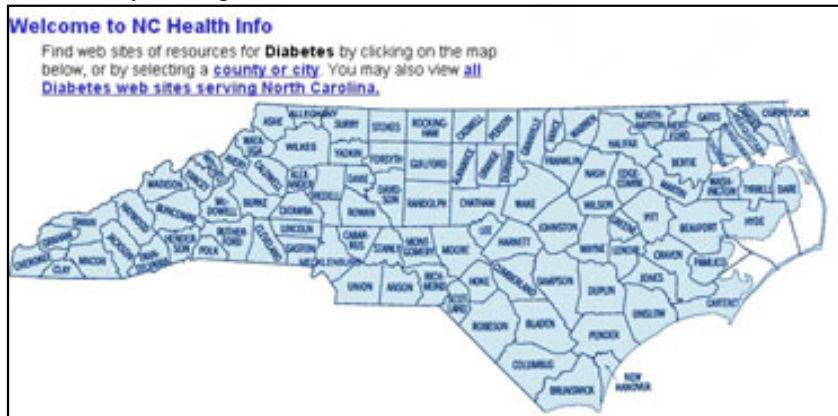
After users select a county they are given a list of agencies and/or health providers for the county in question. The screen also shows state-wide agencies and resources.

An elaborate cataloging and databasing system has been set up by the UNC Health Sciences Library and the UNC School of Information and Library Science. Resources and agencies are identified, selected, and records are created.

Over 900 organizations are represented in the database. Because of the subject cataloging within each record, lists of resources, health care providers, and other agencies that correspond to a topic can be generated.

NLM is assessing the use of the Go Local function in MedlinePlus and is considering adding other states. There are several models proposed as to where data is stored and where local pages are hosted. The folks at University of North Carolina assure us that there is plenty of work involved in identifying, selecting and creating records for the system.

Javier Crespo, Consumer Health Information Coordinator

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*January-February
Volume 2 - Issue 4*

Newsletter of the New England Regional Medical Library

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THE NEWS

New Patient Resource Library

In January of 2002 a meeting of the Middlesex Hospital Cancer Center Library Committee was held to discuss the 647 square foot space earmarked for a new library in the outpatient cancer center, which was under construction and due to open in the fall of 2002. The architectural firm wanted input from the committee on the use of the space. As the only librarian on the committee, I was the "expert" and my initial recommendation was for a computer for the librarian, and two additional computers for patrons. I also recommended having a copier, a networked printer, an individual color printer for the librarian, a TV/VCR/DVD for patrons to use in the library, a fax machine and as much shelf space as possible.

Following the meeting I read about space planning in libraries, called a number of cancer librarians around the country, and went to visit the consumer library at Baystate Medical Center in Springfield, MA. It was very interesting to hear and see what others had done, and it made me confident that our plans at Middlesex Hospital were on target by planning for patrons to search for the latest information on the Internet in addition to the traditional books and videos.

During this planning period I contacted Debbie Sibley at the NN/LM-RML about the possibility of a grant to help with the startup costs. Debbie told me that technology awards from NLM were available and that all I needed to send her was a one or two page proposal of use. This would include what resources the public would access electronically (especially PubMed and MEDLINEPlus), staffing, the location, availability, an estimate of the number of people who would be served, and a quotation for the equipment.

At this point the hospital administration had agreed to hire a full time librarian for the library, which we decided to name the Patient Resource Library. The planned location was in an ideal spot, off to the left directly inside the front door. With those features as a starting point, I wrote a rough draft and took it over to our Philanthropy Department, where they are experts in writing grant proposals. With their help, I sent in a three page proposal to the NN/LM in May, and a few weeks later heard from Debbie that we needed to slightly revise our proposal since the cap on this type of grant was $5,000. We amended the numbers to come up with a request for two patron computers, one computer with a CD burner for the librarian, and a networked printer. We heard at the end of June that we had been awarded the grant, which was perfect timing for ordering the equipment.

The Patient Resource Library opened to Middlesex Hospital Cancer Center patients, family members and Middlesex county residents on Monday, November 4, 2002. One full-time librarian staffs the library Monday through Friday. The library's book and video collection is growing everyday and new patrons stop in daily to request information or to ask about information specific to their medical condition. The library was open 20 days in the month of November, during which time the librarian circulated 25 books and answered 39 reference questions. In the first seven days of December, the librarian has already received ten reference questions.

Technology plays an essential role in answering research questions, as any librarian has come to expect. Without the computer equipment purchased with the grant awarded to the Patient Resource Library these statistics would not be possible. Already computer usage by the public has dramatically increased. Caregivers and patients familiar with the Patient Resource Library's layout make their way to the computer area to conduct their own research. The librarian has been able to use her own computer for information searches and to print results in color to better help patrons understand graphics or pictures. The CD burner will be utilized for off-site outreach workshops.

The entire process of applying, revising, and receiving the grant was made exceptionally easy by Debbie Sibley, who was very approachable and responsive to us. I encourage other libraries to take advantage of the grant money available from NLM. The Middlesex Hospital Patient Resource Library has been written up in our local paper, the Middletown Press, and is featured in the advertising campaign for the cancer center. This is the picture that will be featured in the upcoming ad campaign:

Article Submitted By Nancy Goodwin, Library Director and Lori Lantos, Librarian Middlesex Hospital

New Computers at AIDS Action's HIV Health Library in Boston

For the past five months, clients and staff at the AIDS Action Committee have been able to access health-related materials much more quickly, thanks to an equipment grant the agency received from the NN/LM New England Region (NER) last year. The grant allowed AIDS Action to replace the Library's two outdated computers with state-of-the-art Compaq computers with 19-inch monitors.

AIDS Action is the oldest and largest AIDS service organization in New England. The agency provides a broad array of services, including housing, case management, financial and legal services, prevention, and health education. The HIV Health Library at AIDS Action is the primary source of health information for the agency's more than 2,500 clients, and is a resource for people living with HIV across Massachusetts. In addition, many case managers, social workers, and medical providers contact the Library's two health information specialists for materials to educate themselves and their clients about HIV.

In the past few years, funding for AIDS Action's many programs has been tight, due in part to state budget cuts and an

increasingly difficult fundraising environment as a result of the recession. As a result, the agency has had limited funds to update equipment, such as computers. This has been particularly problematic for the staff of the HIV Health Library, which uses computers to produce HIV-related publications for clients and providers, to create materials for the agency's web site, and to search the Internet many times each day for health information.

The two computers that the Library was able to purchase with the NN/LM NER grant have helped us in a variety of ways. All of our software runs far more quickly on the new computers than on our old equipment. This is especially helpful when we have several memory-intensive applications active at the same time. Our many Internet searches are now completed much faster than on our old computers. In the past, downloads of files, in particular those containing graphics, could take 30 seconds or more for a single web page. This made it difficult to provide "while you wait" service to clients and providers visiting the Library. Now even image-rich web pages download in a few seconds. The computers' CD read-write drives have come in particularly handy for backing up important documents and copying large files for AIDS Action staff and for collaborating agencies.

Last, but certainly not least, the computers' 19-inch monitors have been a godsend, reducing eye strain for the Library's two health specialists who spend many hours a day at their terminals. The large monitors, together with the fast computer processors, also allow for the display of high-resolution graphics and have made it possible to display animated images easily.

In short, the computers we received through our NN/LM NER equipment grant have helped us do our work more efficiently and easily. Thanks very much!

By Eric Brus, Associate Director of the HIV Health Program

Mentoring: Sharing Experiences for Professional Growth

Mentoring has become a national movement in business and industry as organizations strive to insure recruitment, retention and productivity of talented employees. Librarians who have traditionally sought talented and respected colleagues to share opinions and experiences in an informal manner are experiencing the need to explore more formal approaches to mentoring as we continue to recruit new members to our profession.

This year at the MLA Annual Meeting in San Diego, there will be a three-hour program on Wednesday, May 7 from 9am to 12 noon where members can learn about and discuss how to further develop, implement and maintain mentoring activities in our organization. The committee responsible for planning this program is the first to be composed of members from both Section Council (Stephen Greenberg, Jett McCann, Tovah Reis) and Chapter Council (Irene Lovas, Paula Raimondo, Debbie Sibley).

Consultant Karen Garman, Ed.D., who spoke at the November 2001 joint meeting of the Association of Academic Health

Sciences Librarians (AAHSL) and the Association of Medical Colleges, will set the stage for the program by providing an overview of mentoring. Dr. Garman is a nationally recognized speaker and consultant who specializes in the fields of mentoring, healthcare education, leadership and performance.

To share some of their unique experiences of professional growth, a distinguished panel of health sciences librarians including Sue Trombley, from the Arizona Health Sciences Library in Tucson, Ruth Holst, currently the associate director, NN/LM Greater Midwest Region, and Rick Forsman, director of the Denison Memorial Library at the University of Colorado Health Sciences Center will bring their perspectives of mentoring to the discussion. Sue is a recent graduate, Ruth is at mid-career and a former hospital librarian who has been and has mentored, and Rick is a "senior" librarian who has mentored librarians throughout his career.

A Town Meeting will cap off the morning. This will be the time for everyone to express opinions, to offer ideas and thoughts, and to ask any questions about mentoring. It will be an opportunity for MLA members to hear about the mentoring activities of MLA, its Sections and Chapters, and other professional associations and organizations. The Town Meeting will be the place to continue planning mentoring initiatives for our professional organization.

Before the Annual Meeting, there will be opportunities for you to assist the Committee in planning the Town Meeting. A bibliography of mentoring resources will be posted on MLANet. There will be a place on MLANet to post suggestions, comments and questions to be addressed at the Town Meeting. You also can email any ideas or questions to either Irene Lovas (email: Irene.Lovas@cshs.org) or Tovah Reis (Tovah_Reis@brown.edu). Please take this opportunity to participate as the MLA membership continues to develop and implement mentoring activities for future health sciences librarians.

Submitted by Irene Lovas and Tovah Reis, Co-Chairs, MLA Joint Section/Chapter Councils Committee for MLA 2003

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http://nnlm.gov/ner/newsletter/8/announcements8.html (4 of 4) [3/12/03 11:31:38 AM]

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LINKS

[NHLBI Stops Study](#)

[Merriam-Webster Medical Dictionary](#)

[AIDS Action](#)

[Electronic Fund Transfer System](#)

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